



Outsourcing Support Services: A More Flexible Way to Access Sourcing Advisory Expertise

Offering Overview

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Organizations experienced with outsourcing increasingly find that they have the internal resources and experience to lead outsourcing efforts



Mature buyers have developed a internal expertise (sourcing, legal, other)

Smaller scopes of work are being outsourced

Companies are increasingly seeking to do more with their current suppliers

The needs for assistance with outsourcing are maturing

- Internal capabilities are growing and able to lead most outsourcing efforts
- Organizations may need assistance in new areas or to access external best practices and data – but not in the form of full-time support
- Smaller outsourcing efforts do not provide an ROI for the investment in full-time consulting assistance which larger, transformational efforts can justify
- Contract renewals and scope adjustments require incremental effort with flexible timing

Everest's unique heritage of consulting and research enables it to provide new offerings for targeted support of outsourcing initiatives



Everest consulting

- 500+ outsourcing transactions across BPO and ITO functions
- Proven tools and methodologies
- Pioneer in designing and optimizing outsourcing governance
- Industry-leading investments in intellectual property and knowledge management systems

Everest Research Institute

- Fact-based analysis of BPO and ITO markets and suppliers
- Databases and expertise in evaluating the costs and risks of offshore locations
- Extensive case studies of sourcing strategies of leading companies
- Databases of outsourcing transactions and supplier capabilities

New Outsourcing Support Service (OSS) offerings available from Everest

Tools

Decision Support

Workshops

These valuable ingredients can help **accelerate** outsourcing efforts while providing **access to niche expertise** when needed

The tools, decision support, and workshop offerings can be purchased individually or packaged to meet your specific needs



Tools

Benefits

- Starting points which save time and allow effort to focus on tailoring to your situation
- Available for entire outsourcing process and all BPO and ITO functions

Examples

- Data collection templates
- Statements of Work (SOW) and Service Levels¹
- Change management toolkit
- Supplier profiles

Purchase individually or in bundles

Decision Support

- Access to market expertise and data that informs and validates critical decisions
- Customized to meet your specific situation

- Offshore leverage diagnostic
- Benchmarking
- Supplier short-listing
- Proposal & contract review

Remote assistance for critical decisions

Workshops

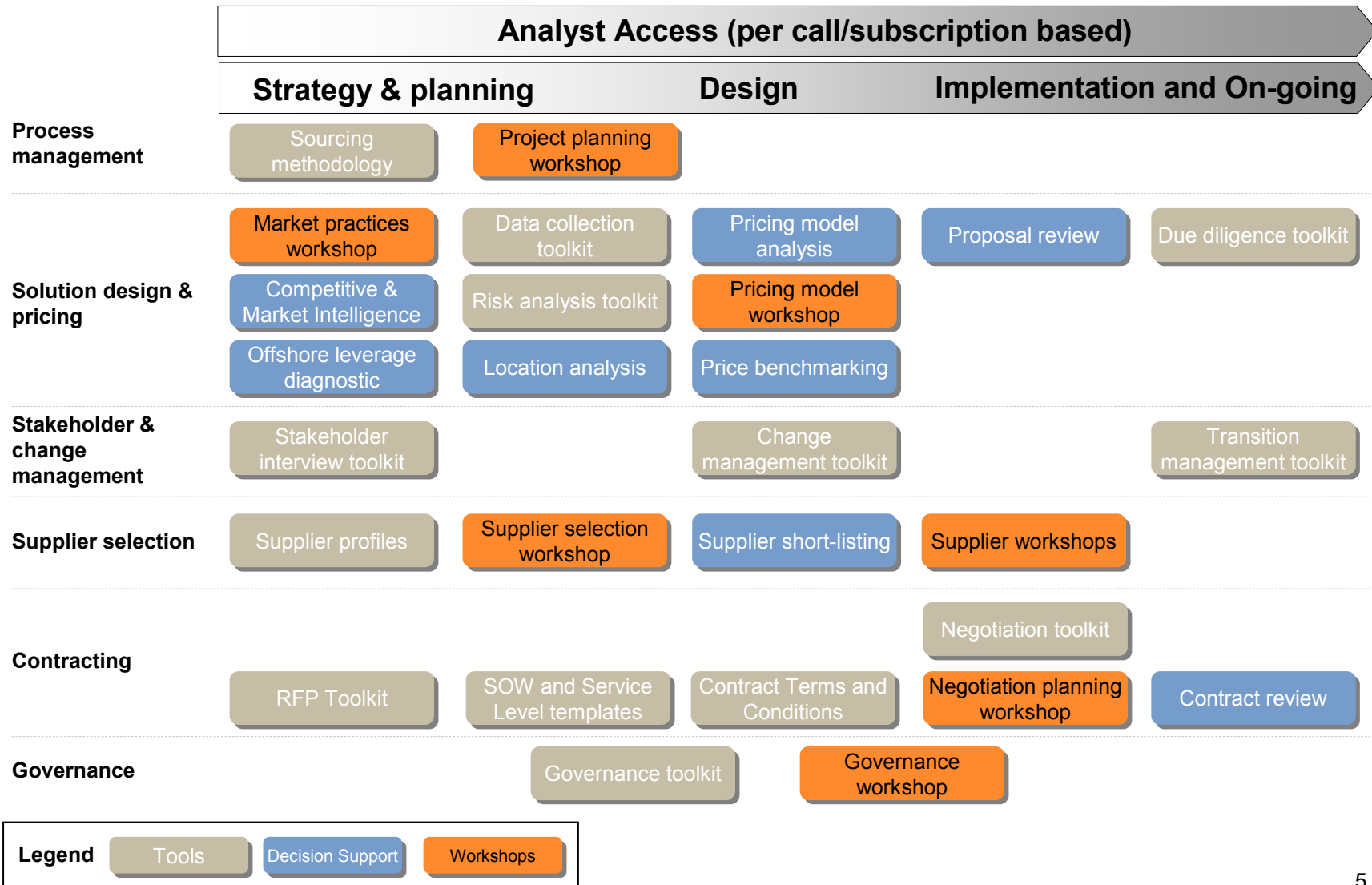
- Targeted support which can be accessed at a pace fitting your organization's plans
- Standard agendas, plus ability to tailor to the audience and situation
- Allows you to tap into Everest's experts

- Project planning
- Outsourcing best practices
- Pricing model design
- Negotiation planning
- Governance design

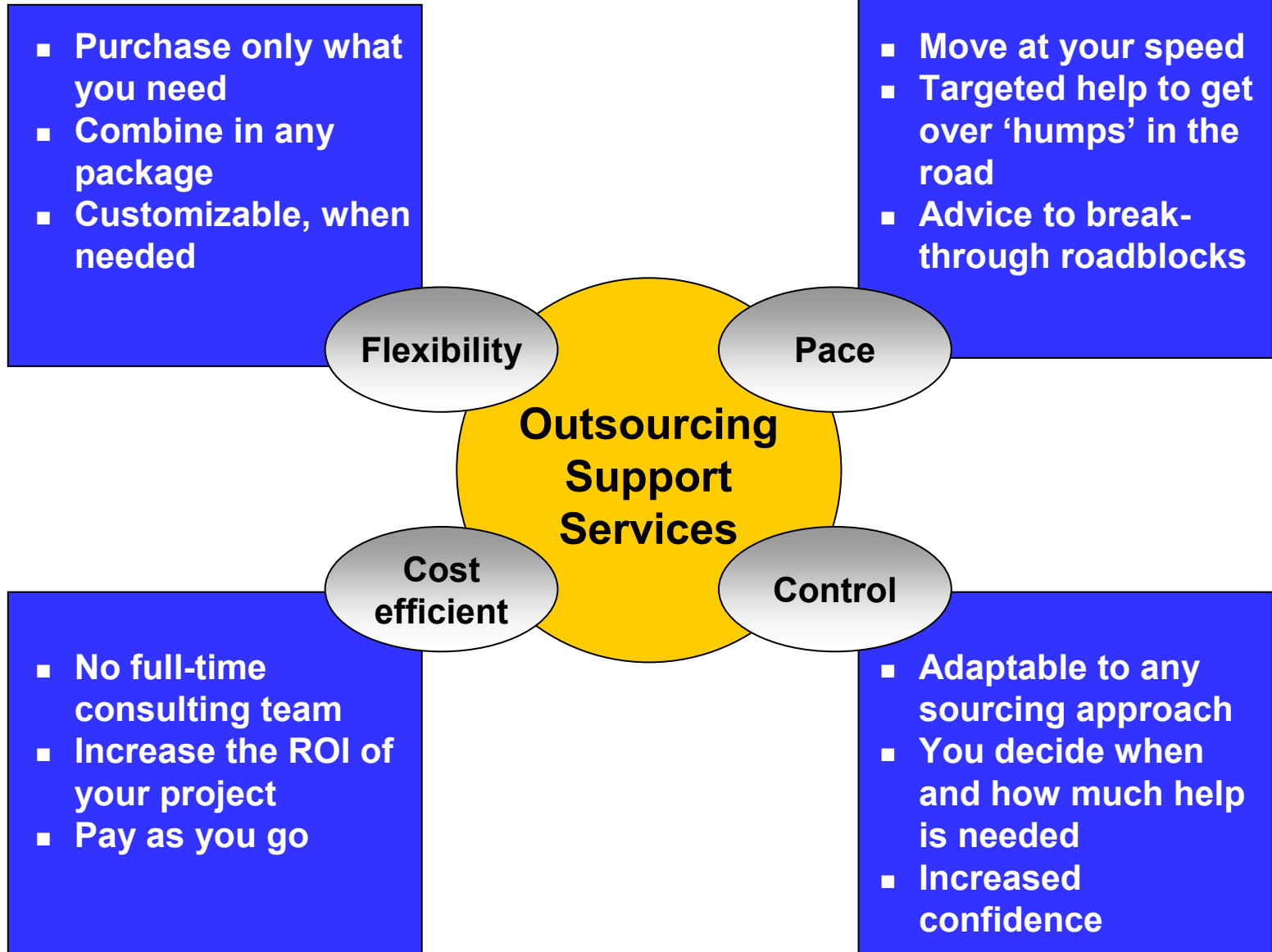
Access to analysts for problem solving and advice

¹ Versions of these tools are available for major functions (HR, IT, F&A, etc.) at the process level (accounts payable, payroll, time & expense, data network management)

The Outsourcing Support Services span the entire outsourcing process and can be purchased to match your timing and decision-making process



Benefits of Outsourcing Support Services



Frequently Asked Questions (FAQ) about Outsourcing Support Services (OSS)



Are there discounts for buying more OSS services?

Yes. If your needs indicate a large quantity of tools or a bundle of OSS services, call us for a customized quote

What's included?

OSS Tools include a user guide to help you with customization and use the tool set. Decision Support and Workshop offerings are bundled with relevant research, tools, and templates

Are there samples available?

Yes. Visit [our website](#) for samples or call us for additional examples

Can OSS services be customized?

Yes. We will work with you to customize OSS offerings to suit your needs

Can I use the things I purchase more than once?

Yes. OSS services are purchased much like software or research. You can not resell the services, but you are free to customize them and use them as many times as you choose

For more information, or if you have questions, please contact us!



Samples

- Visit [our website](#) to see a listing of available offerings plus view example tools, decision-support deliverables, and workshop agendas

Pricing

- Pricing for many offerings is available on our website. Other items will be quickly quoted, based on scope and complexity
- To discuss bundles and customization, please call us

Purchasing

- Tools can be purchased directly from our website using a credit card or by calling us
- Bundles of tools, decision support offerings, and workshops are scoped and priced via telephone and email

Contact us

- Web: <http://www.everestresearchinstitute.com/Services/OutsourcingSupportServices>
- Email: info@everestresearchinstitute.com
- Phone: +1-214-451-3111

Get the answers today that lead to tomorrow's success



Everest Research Institute has the resources, experience, and capabilities to provide companies with the strategic intelligence, analysis, and insight that are crucial to making the right decisions in today's outsourcing marketplace.

With the vision of our leadership team, the personal commitment, and indeed, the passion of our professionals to deliver real value to our clients, our organization is unsurpassed in its ability to guide your company's future success.

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